



**Connie Brunn**  
Director

### **Mission Statement**

*The County of San Bernardino Department of Child Support Services determines paternity, establishes and enforces child support orders and secures payments to assist families in meeting the financial and medical needs of their children. We provide timely and effective service in a professional manner.*



### **GOALS**

**IMPROVE  
ORGANIZATIONAL  
PERFORMANCE**

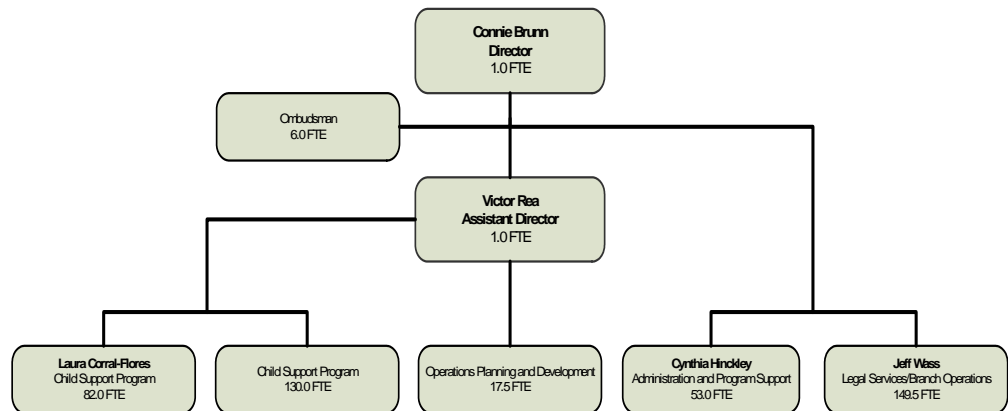
**IMPROVE SERVICE  
DELIVERY**



Call Center

## **CHILD SUPPORT SERVICES**

### **ORGANIZATIONAL CHART**



### **DESCRIPTION OF MAJOR SERVICES**

The Department of Child Support Services (DCSS) promotes family self-sufficiency by helping parents meet their mutual obligation to provide financial and medical support for their children. These services are offered throughout San Bernardino County with offices strategically located in the high desert, the west end and the greater San Bernardino area.

DCSS is dedicated to administering the program in a manner that puts the needs of the children first and foremost. The belief that working collaboratively with parents in understanding and meeting their obligations is a fundamental element in the success of this program.

The services provided by DCSS include the following:

- Locating parents to establish court orders for paternity, child and medical support.
- Enforcing court orders for child, family, spousal and medical support.
- Securing child support payments.
- Maintaining records of payments paid and balances due.
- Modifying court orders when appropriate.

Additionally, DCSS offers services to assist customers with concerns that may arise in the progress of their case. The Ombuds program administers the Complaint Resolution process, through which customers have the opportunity to raise concerns with the processing of their case, pursue resolution, and obtain information about the child support program and their rights and responsibilities.

### **2008-09 SUMMARY OF BUDGET UNITS**

	Appropriation	Revenue	Local Cost	Staffing
<b>General Fund</b>				
Child Support Services	40,082,554	40,082,554	-	440.0

## GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### GOAL 1: IMPROVE ORGANIZATIONAL PERFORMANCE TO ASSIST ALL COUNTY FAMILIES IN THE CHILD SUPPORT PROGRAM IN MEETING FINANCIAL AND MEDICAL NEEDS FOR THE WELL BEING OF THEIR CHILDREN.

*Objective A: Improve performance by implementing new processes and modifying existing processes.*

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
1A. Percentage of collections on current support orders.	48%	51%	51%	55%	55%
1B. Percentage of cases with child support orders.	74%	74%	85%	80%	Deleted
1C. Paternity Establishment Percentage.	78%	83%	86%	86%	86%

#### Status

Providing for basic living needs such as food and clothing is a financial challenge for many families. Child support helps by ensuring that both parents share the financial responsibility for their children. Establishing orders and collecting on those orders are the primary means of ensuring family self-sufficiency through the child support program.

The percentage of collections on current support measures the total amount of current support collected as a percentage of the total amount of current support owed during the same federal fiscal year. DCSS will build on the performance improvement achieved in 2007-08 in order to reach the 2009-10 goal of 55%. During 2007-08, the measure for collections on current support improved from 48% to 51%. This accomplishment is a reflection of the various programs implemented by DCSS to improve current support collections. Activities include:

- Just Ask Program - asking for a payment each time there is contact with the non-custodial party (NCP).
- Avenues to Employment - partnering with the courts and the Workforce Development Department to assist unemployed NCPs in securing employment and meeting their child support obligation.
- Early intervention collection efforts - close monitoring of cases with recently established orders to ensure payment is received as ordered.
- Automated dialing system - contacting NCPs with delinquent accounts, encouraging them to make a payment and contact their caseworker.

The Title IV-D Paternity Establishment Percentage measures the total number of children in the child support caseload who were born out-of-wedlock and for whom paternity has been established, compared to the total number of children in the child support caseload as of the end of the preceding fiscal year who were born out-of-wedlock. Establishing paternity is the first step to ensuring that children receive the support they need. Paternity is the term meaning the legal father of the child. Paternity can be established either by the court or by the parents signing a declaration. During 2007-08, DCSS increased its Paternity Establishment Percentage from 78% to 83%. The easiest way for unmarried parents to establish paternity is by signing the Paternity Opportunity Declaration form. It is given to unmarried parents in the hospital when the child is born. The Department will work closely with hospitals and birthing facilities by conducting Paternity Opportunity Program (POP) information sessions at each of the county's birthing facilities. Emphasis will be placed on educating personnel at these facilities through on-site training provided by DCSS staff. Training sessions will address the requirements and benefits of POP, and the proper procedure for completing and submitting the paternity declaration form.

#### 2007-08 ACCOMPLISHMENTS

- ❖ Increased collections by \$2,346,451
- ❖ Released from the state corrective action process and performance improvement initiative
- ❖ Improved performance on all four federal performance measures for program operations
- ❖ Ranked second in the state in program cost effectiveness
- ❖ Completed delivery of 84 staff training sessions for conversion to the California State Automated System (CCSAS)
- ❖ Successfully converted to the CCSAS with minimal customer service disruption
- ❖ Partnered with the Superior Court to construct a fully functional child support court in San Bernardino
- ❖ Expanded outreach programs
- ❖ Completed the State DCSS' Full Collections training program for all child support officers
- ❖ Completed the imaging of case files



Outreach

Measurement 1B (Objective A in 2008-09) is being replaced with Measurement 1C. Due to the importance of establishing paternity as the initial step in the child support process, the department is prioritizing improvement in the paternity establishment measure.

**GOAL 2: IMPROVE SERVICE DELIVERY TO PROVIDE TIMELY, EFFECTIVE, AND PROFESSIONAL SERVICE TO IMPROVE THE QUALITY OF LIFE OF EVERY COUNTY RESIDENT PARTICIPATING IN THE CHILD SUPPORT PROGRAM.**

*Objective A: Ensure that the new automated system supports the delivery of quality services by evaluating and restructuring current business practices.*

*Objective B: Ensure the delivery of positive customer service experiences for child support customers.*

MEASUREMENT	2006-07 Actual	2007-08 Actual	2008-09 Target	2008-09 Estimate	2009-10 Target
2A. Meet key case processing timeframes necessary for compliance.	86%	91%	90%	90%	Deleted
2B. Evaluate and restructure business processes as needed to ensure optimum customer service.	N/A	100%	100%	100%	100%
2C. Ensure the delivery of positive customer service experiences for child support customers.	N/A	N/A	N/A	N/A	100%

Status

DCSS converted to the new statewide child support automated system in May 2008. Continuing changes to the system will require ongoing adjustments to daily business practices and staff training on new processes. DCSS will continue to evaluate system changes and modify business practices as appropriate to support timely and effective service to our customers.

DCSS solicits feedback from customers who meet with child support staff to determine the quality of the customer service they receive. To further support quality customer service, DCSS will monitor customer feedback to identify areas in which improvements may be needed to maximize the quality of the customers' experiences. Follow-up actions will be taken to address customer service issues.

Objective A and Measurement 2A in the 2008-09 Business Plan will be deleted since the department is consistently exceeding the federal and state compliance standards.

**2009-10 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING**

The department is not requesting any additional general fund financing for 2009-10.

**2009-10 PROPOSED FEE ADJUSTMENTS**

The department is not requesting any proposed fee adjustments for 2009-10.

If there are questions about this business plan, please contact Connie Brunn, Director, at (909) 478-7471.